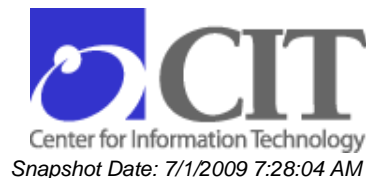


Customer Service Report for HSB

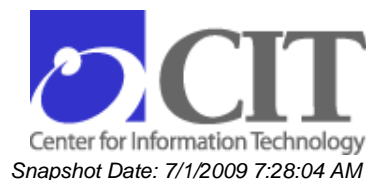
For the period: Monday, June 01, 2009 12:00:00 AM to Tuesday, June 30, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Access/Login	1	0	0	0	0	0	0	0	1	0	11
Account Lockout	3	0	0	0	0	3	0	0	0	0	0
Edit Account	1	0	0	0	0	0	0	0	1	0	44
Register/Open	1	0	0	0	0	1	0	0	0	0	0
Application Support											
COTS-Other/Install	1	0	0	0	0	0	0	0	1	0	4
Sharepoint-General Information	4	0	0	0	0	0	0	0	4	0	10
Sharepoint-Troubleshoot	9	1	0	0	0	1	0	0	9	0	8
Web Apps-Purchase	0	1	0	0	0	0	0	0	1	0	0
ASR											
Colocation-ON	0	0	0	1	0	0	0	0	1	0	0
Oracle	0	0	0	56	0	4	0	0	52	0	0
Other	1	0	0	88	0	14	0	0	75	0	0
SQL	0	0	0	6	0	5	0	0	1	0	0
Unix	0	0	0	244	0	29	0	0	215	0	0
Windows	0	1	0	69	0	21	0	0	48	1	0
Back Office Support											
Active Directory	0	1	0	0	0	0	0	0	0	1	2
Backup/Restore	10	1	0	1	0	4	1	0	7	0	5
Configuration	0	1	0	0	0	0	0	0	0	1	2
File Hosting	3	0	0	0	0	0	0	0	3	0	7
Permissions/Shares	8	0	0	0	0	2	0	0	6	0	8
Print Hosting	1	0	0	0	0	0	0	0	1	0	5
CC Technical Operations											
Outlook-Troubleshoot	1	0	0	0	0	1	0	0	0	0	0

Customer Service Report for HSB

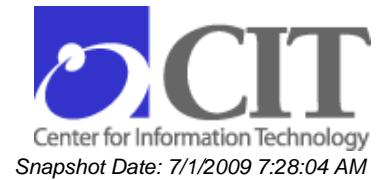
For the period: Monday, June 01, 2009 12:00:00 AM to Tuesday, June 30, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
CIT Categories											
Web Site Issue	1	0	0	0	0	1	0	0	0	0	0
CIT Categories- General Information											
General Info	0	1	0	0	0	0	0	0	0	1	0
Connectivity											
Data lines	0	2	0	0	0	0	0	0	0	2	0
TCP/IP	0	5	0	0	0	0	0	0	1	4	0
Email											
MS Outlook	1	0	0	0	0	0	0	0	1	0	19
General Information											
Inquiry	3	0	0	0	0	0	0	0	3	0	7
System Status	0	1	0	0	0	0	1	0	0	0	0
Hardware											
Desktop/Config/Setup	0	1	0	0	0	0	0	1	0	0	71
Desktop/Troubleshoot	0	1	0	0	0	0	0	1	0	0	22
Local LAN											
LocalLAN/Connectivity	1	0	0	0	0	0	0	0	1	0	6
NIH Services											
Other	0	1	0	0	0	0	0	0	0	1	0
NIHnet											
Maintenance-Bldg 12 Data Center	0	1	0	0	0	0	0	0	0	1	0
Network Sec-Firewall	0	1	0	0	0	0	1	0	0	0	0
Server Support-Other	1	0	0	0	0	1	0	0	0	0	0
Server Support- TACACS	0	0	0	1	0	1	0	0	0	0	0
Service Prov-Access	0	1	0	0	0	0	0	0	0	1	12
Service Prov-Bldg 12 Data Center	0	2	0	0	0	0	0	0	0	2	0

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	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Nvision											
Tech-Perf Issues	0	0	0	1	0	0	0	0	1	0	0
Security											
General Info	1	0	0	0	0	1	0	0	0	0	0
Unix Support											
Unix Support	0	5	0	0	0	0	0	0	5	0	0
Web Site Issue (non-CIT)											
Inaccessible	2	0	0	4	0	0	0	0	6	0	3
Other	1	0	0	1	0	0	0	0	2	0	8
Grand Total:	55	28	0	472	0	89	3	2	446	15	1

Total Tickets Closed:	463
Total Tickets Assigned/Pending/Checked Out:	92
Total Tickets Created:	555